

## MEMORANDUM OF UNDERSTANDING

This Memorandum of Understanding ("MOU") is entered into between the City of Santa Fe ("City") fiscal agent for the Santa Fe Regional Emergency Communications Center District ("Santa Fe RECC") and Rio Rancho Department of Public Safety Communications ("Rio Rancho"), (hereafter referred to individually as "Party" or collectively as "Parties").

WHEREAS, each Party is engaged in providing emergency service as a E-911 PSAP (Public Service Answering Point); and

WHEREAS, each Party understands that the concept of the Emergency E-911 telephone system is to provide for the prompt dispatch of all calls for assistance by the public; and

WHEREAS, the Parties desire to work together in providing backup capability for the safety of both the citizens served and the emergency response personnel; and,

WHEREAS, the New Mexico Department of Finance and Administration, Local Government Division, requires that, under 10 NMAC 6.2.10: "The PSAP shall devise a contingency plan to provide continued emergency service when the PSAP is out of service."

NOW THEREFORE, in consideration of the mutual benefits to the Parties to be obtained pursuant to this MOU, the Parties hereby agree as follows:

### I. Purpose of Agreement

The purpose of this Agreement is for Santa Fe RECC to be the backup PSAP for Rio Rancho Communications and for Rio Rancho Communications to be the backup PSAP for Santa Fe RECC.

### II. Definitions

The following definitions shall apply to this Agreement:

1. **Alternate routing** – An optional feature that is capable of automatically rerouting E-911 calls to a designated alternate location(s) if all E-911 trunks from a central office or a public safety answering point (PSAP) are out of service.
2. **Answering position** – A location within a PSAP equipped with an ANI and/or ALI display, printer, and telephone that is used to receive incoming E-911 calls.
3. **Automatic location identification (ALI)** – A feature of E-911, which displays the physical address of the telephone number that is being used to place the call. It requires a data storage and retrieval system, which matches a telephone number to its physical address. ALI information can include: address (including room or floor), names of law enforcement, fire, and medical agencies responsible for the address, type of service (e.g., residence, PBX, centrex, coin), and name associated with the telephone number.
4. **Automatic number identification (ANI)** – means a feature of E-911, and sometimes-basic E-911, that automatically displays the telephone number of the

person placing the E-911 call at the PSAP. This is normally the telephone number of the person placing the call, but not always. For example, on older PBX systems, the ANI telephone number is normally the main number of the system. Therefore, off-premises stations will be identified as if they had the main telephone number (ANI) and as if they were located at the primary address of these older PBXs.

5. **E-911 service (E-911)** – A level of E-911 service, with the aid of a database management system and electronic switching, that provides rapid and reliable public service response to emergency calls. The system provides tandem routing or selective routing of calls to the appropriate PSAP, automatic number identification (ANI) and automatic location identification (ALI).
6. **Master street address guide (MSAG)** – The document(s) or computer file(s) that list the physical street names (including the street prefix, suffix, and directional), address ranges, emergency service number and other routing codes used in the data management system (DMS) of an E-911 system equipped with selective routing and/or automatic location identification.
7. **911 PSAP equipment** – The public safety answering point equipment directly related to the operation of a 911 system including, but not limited to, ANI, ALI, combined ANI/ALI displays, printers, uninterruptible power supply (UPS), telephone devices for the deaf (TDD), call detail recorders, work stations, software associated with the system, telephones and other miscellaneous equipment necessary to dispatch emergency 911 calls.
8. **Primary public safety answering point** – A PSAP equipped with automatic number identification and automatic location identification displays, and the first point of reception of a E-911 call. It serves the E-911 service area in which it is located, and other municipalities as may be determined by the service area committee.
9. **Public safety agency** – A public agency that provides law enforcement, fire, medical, and/or other emergency services.
10. **Public safety answering point (PSAP)** – A twenty-four hour local jurisdiction communications facility that receives E-911 service calls and directly dispatches emergency response services or that relays calls to an appropriate public or private safety agency.
11. **Secondary public safety answering point** – A facility equipped with automatic number identification, automatic location identification displays and all other features common to primary PSAP's. It receives E-911 calls only when they are transferred from the primary PSAP or on an alternate routing basis when calls cannot be completed to the primary PSAP.
12. **Selective transfer** – On systems with selective transfer, calls are routed to the proper secondary PSAP(s).
13. **Service area** – means the geographic area in which one or more entities participating in a E-911-system are responsible for responding to all E-911 calls and for ensuring that appropriate emergency assistance is dispatched.

### III. Responsibilities of the Parties under this Agreement

In consideration of the mutual desires of the Parties to enter into this Agreement, and in recognition of the public and respective agency benefits to be derived from this mutual

assistance, the Parties agree that their respective responsibilities and obligations under this agreement shall be as follows:

A. Santa Fe RECC District ("Santa Fe RECC")

1. Santa Fe RECC shall provide to Rio Rancho, at no cost to Rio Rancho, backup PSAP service should any condition arise which requires alternate routing, default routing, or selective transfer of E-911 calls from the Rio Rancho PSAP due to an inability to answer E-911 calls and respond to them appropriately.
2. Santa Fe RECC shall relay all E-911 calls to the Rio Rancho Communications Center including ANI and ALI data that is received by Santa Fe RECC.
3. Santa Fe RECC shall promptly notify Rio Rancho when they have activated the telephone Transfer Switch to have the E-911 calls from Santa Fe RECC diverted to Rio Rancho Communications.

B. Rio Rancho Communications ("Rio Rancho")

1. Rio Rancho shall provide to Santa Fe RECC, at no cost to Santa Fe RECC, backup PSAP service should any condition arise which requires alternate routing, default routing, or selective transfer of E-911 calls from the Santa Fe PSAP due to an inability to answer E-911 calls and respond to them appropriately.
2. Rio Rancho shall relay all E-911 calls to the Santa Fe RECC Emergency Dispatch Center including ANI and ALI data that is received by Rio Rancho.
3. Rio Rancho shall promptly notify Santa Fe RECC when they have activated the telephone Transfer Switch to have the E-911 calls from Rio Rancho diverted to Santa Fe RECC.

C. Shared Responsibilities

1. Both parties agree to provide a copy of their MSAG, and any mapping utilized for the proper dispatching of response personnel in their service area.
2. Both parties agree to provide emergency contact numbers for the chain of command personnel in each emergency response department.
3. Both parties agree to provide radio codes, radio frequencies, or any other information required to perform as a secondary PSAP.
4. Both parties agree to maintain sufficient PSAP equipment to provide PSAP services.

VI. Amendment or Cancellation of Agreement

1. This Agreement may be amended at any time in writing and by mutual consent of the Parties. Each Party may cancel its participation in the Agreement upon ninety (90) days written notice to the other Parties.
2. This agreement may be canceled immediately, by either party, if the PSAP service cannot be provided due to the cost of purchasing or maintaining necessary equipment.

**V. Duration of Agreement**

This agreement shall be in effect as of the date signed by all Parties and shall remain in effect until the 30<sup>th</sup> day of June 2010 or until the Agreement is canceled by the Parties in accordance with the terms set forth herein.

**VI. Notification**

After all Parties have signed this MOU, a copy of the signed MOU will be forwarded to the E-911 Coordinator at the Local Government Division of the New Mexico Department of Finance and Administration, Bataan Memorial Building, Suite 201, Santa Fe, New Mexico 87503.


**SIGNATURES**

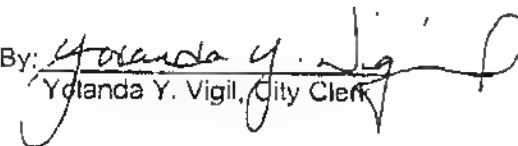
The undersigned Parties bind themselves to the faithful performance of this Agreement. It is mutually understood that this Agreement shall not become effective until approved by all Parties involved.

In Witness Whereof, the Parties to this MOU execute this agreement:

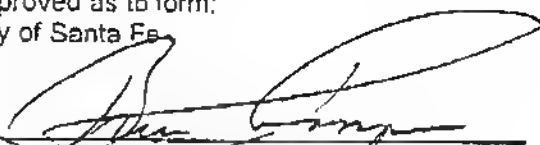
**City of Santa Fe, as the fiscal agent for the  
Santa Fe RECC District**

Attest:

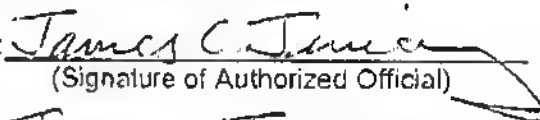
BY:   
Jim Romero, City Manager  
Date 7/10/02

BY:   
Yolanda Y. Vigil, City Clerk

Approved as to form:  
City of Santa Fe

By:   
Bruce Thompson, City Attorney  
Date 7/8/02

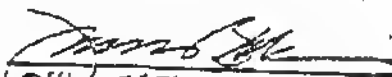
**Rio Rancho Communications**

BY:   
(Signature of Authorized Official)  
JAMES C. TIERNEY  
Printed Name  
Date 7/18/02

CITY ADMINISTRATOR  
Title

Irono/Agreement/MOU SFRECC

Approved As To Form

  
Office Of The City Attorney